

December 2017

Fraud Protection Service

Customers are charged £1 per channel (for analogue line and ISDN channels) or 50p per SIP channel to enable us to monitor your lines. In the event of any fraud on your lines, if you have subscribed to our Protection Service, Dalys Direct will refund the cost this fraud less the applicable excess outlined below.

Analogue Line Customers & ISDN Customers

These are the services most exposed to fraud and the excess reflects this. If you are happy for us to bar International & Premium rate calls from your lines, this reduces the risk of dial through fraud and as such we can offer a lower excess.

SIP Customers

Similar risks exist on SIP services as those on Analogue/ISDN lines. However, due to the way SIP services are provisioned we can more accurately monitor call traffic and are therefore able to offer a lower excess and charge in these instances. Again, this risk is reduced further with International & Premium rate calls barred.

Customer Preferences

If you have our protection product on your lines, please email us on billing@dalys.co.uk at any time to update your preferences on the type of calls you can make or if you wish to opt out of the service. Without your consent or contact we won't ever make any changes so your access to services will continue as they were set up, with the excesses applied as below.

Excess Charges

A summary of our Fraud Protection Service excess charges is outlined below.

<i>Type of Lines</i>	<i>Fraud Service (per channel)</i>	<i>Service Restrictions in place</i>	<i>Excess Payable</i>
Analogue/ISDN	£1.00	None	£500.00
Analogue/ISDN	£1.00	Int'l & Premium calls barred	£100.00
SIP Channels	£0.50	None	£100.00
SIP Channels	£0.50	Int'l & Premium calls barred	£50.00

If you have any queries on the content above please contact us on 0116 242 6996 and we will be happy to discuss any concerns you may have.